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Salesforce Certified Service Cloud consultant Sample Questions (Q37-Q42):

NEW QUESTION # 37

What statement is true about the Salesforce Knowledge article lifecycle?

- A. Articles CANNOT be published until they are reviewed and validated by a qualified author
- B. Knowledge uses public groups as a way to assign users to specific tasks related to articles
- C. Approval process CANNOT allow publishing of articles that have specific validation statuses
- D. Article permission sets allow agents to participate in the article publishing process

Answer: D

NEW QUESTION # 38

A recent analysis of agent performance on chat-related cases revealed a large gap between top performing agents and poor performers. Top agents identified coaching from managers as a key success factor. The company would like to ensure managers provide coaching on chat-related cases.

What is the recommended method for managers to coach agents?

- A. Use Einstein Chat Insight to identify areas to improve.
- B. Use skills-based routing in Salesforce Messaging.
- C. Use an Einstein Bots Chat to handle common issues.
- D. Use Omni-Channel Supervisor to monitor agents' chat sessions.

Answer: A

Explanation:

Using Einstein Chat Insight is a method for managers to coach agents on chat-related cases. Einstein Chat Insight is a feature that uses artificial intelligence to analyze chat transcripts and provide insights into agent performance, customer satisfaction, and conversation topics. Einstein Chat Insight can help managers identify areas to improve and provide feedback and guidance to agents.

Verified References:

https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_overview.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.snapins_chat_insights_setup.htm&type=5

NEW QUESTION # 39

Cloud Kicks (CK) provides customized support based on product line and plans to expand from voice-only support. Support agents are certified on one or more specific product lines.

CK would like to provide support through chat, social, email, video, and web and are striving for a consistent customer experience. Agents will be trained in one or two of the new support methods, in addition to voice support.

What is the recommended solution to meet the requirements?

- A. Live Agent and Live Message
- B. Omni-Channel with Skills-Based Routing
- C. Knowledge One with Article Recommendations
- D. Experience Cloud with self-support

Answer: B

NEW QUESTION # 40

What solution should a consultant recommend while designing a plan to decrease a company's cost per call?
(Choose 2)

- A. Increase the Call-to-Order ratio
- B. Use integrated voice response
- C. Use suggested Knowledge articles
- D. Bypass entitlement verification

Answer: B,C

NEW QUESTION # 41

Metrics show that Universal Containers has a high call abandonment rate. Which two strategies should a consultant recommend?
Choose 2 answers

- A. Set up Email-to-Case.
- B. Simplify the interactive voice response (IVR) tree.
- C. Use Assignment rules and case queues.
- D. Add additional agents to lower average hold time.

Answer: B,D

Explanation:

Explanation

An interactive voice response (IVR) is a system that allows callers to interact with a phone system using voice or keypad inputs. It can be used to provide information, route calls, or collect data from callers. A call abandonment rate is the percentage of callers who hang up before reaching an agent or completing their interaction with the IVR. To reduce the call abandonment rate, two possible strategies are to simplify the IVR tree and add additional agents to lower average hold time. Simplifying the IVR tree can make it easier and faster for callers to find what they need or reach an agent, reducing their frustration and impatience. Adding additional agents can reduce the queue length and the time callers have to wait on hold, increasing their likelihood of staying on the line. Verified References: [Interactive Voice Response (IVR)] and [Call Abandonment Rate]

NEW QUESTION # 42

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